

1 KAMALA D. HARRIS  
Attorney General of California  
2 MARC D. GREENBAUM  
Supervising Deputy Attorney General  
3 GILLIAN E. FRIEDMAN  
Deputy Attorney General  
4 State Bar No. 169207  
300 So. Spring Street, Suite 1702  
5 Los Angeles, CA 90013  
Telephone: (213) 897-2564  
6 Facsimile: (213) 897-2804  
E-mail: Gillian.Friedman@doj.ca.gov  
7 *Attorneys for Complainant*

8 **BEFORE THE**  
**BOARD OF REGISTERED NURSING**  
9 **DEPARTMENT OF CONSUMER AFFAIRS**  
10 **STATE OF CALIFORNIA**

11 In the Matter of the Accusation Against:

Case No. 2013-949

12  
13 **HSUEHFANG CHIFFON CHAO**  
14 **aka HSUEH-FANG CHAO**  
15 **aka HSUEHFANG CHIFFRON CHAO,**  
16 **aka HSUEH FANG CHAO**  
9 Calle Del Mar  
Pomona, CA 91766

**A C C U S A T I O N**

17 **Registered Nurse License No. 625740**

18 Respondent.

19 Complainant alleges:

20 **PARTIES**

21 1. Louise R. Bailey, M.Ed., R.N. (Complainant) brings this Accusation solely in her  
22 official capacity as the Executive Officer of the Board of Registered Nursing, Department of  
23 Consumer Affairs.

24 2. On or about September 10, 2003, the Board of Registered Nursing issued Registered  
25 Nurse License Number 625740 to Hsuehfang Chiffon Chao aka Hsueh-Fang Chao aka Hsuehfang  
26 Chiffon Chao, aka Hsueh Fang Chao (Respondent). The Registered Nurse License was in full  
27 force and effect at all times relevant to the charges brought herein and will expire on November  
28 30, 2014, unless renewed.

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1           8. California Code of Regulations, title 16, section 1443.5, states:

2           "A registered nurse shall be considered to be competent when he/she consistently  
3 demonstrates the ability to transfer scientific knowledge from social, biological and physical  
4 sciences in applying the nursing process, as follows:

5                 "(1) Formulates a nursing diagnosis through observation of the client's physical  
6 condition and behavior, and through interpretation of information obtained from the client and  
7 others, including the health team.

8                 "(2) Formulates a care plan, in collaboration with the client, which ensures that direct  
9 and indirect nursing care services provide for the client's safety, comfort, hygiene, and protection,  
10 and for disease prevention and restorative measures.

11                "(3) Performs skills essential to the kind of nursing action to be taken, explains the  
12 health treatment to the client and family and teaches the client and family how to care for the  
13 client's health needs.

14                "(4) Delegates tasks to subordinates based on the legal scopes of practice of the  
15 subordinates and on the preparation and capability needed in the tasks to be delegated, and  
16 effectively supervises nursing care being given by subordinates.

17                "(5) Evaluates the effectiveness of the care plan through observation of the client's  
18 physical condition and behavior, signs and symptoms of illness, and reactions to treatment and  
19 through communication with the client and health team members, and modifies the plan as  
20 needed.

21                "(6) Acts as the client's advocate, as circumstances require, by initiating action to  
22 improve health care or to change decisions or activities which are against the interests or wishes  
23 of the client, and by giving the client the opportunity to make informed decisions about health  
24 care before it is provided."

25           9. California Code of Regulations, title 16, section 1444, states, in part:

26           "A conviction or act shall be considered to be substantially related to the qualifications,  
27 functions or duties of a registered nurse if to a substantial degree it evidences the present or  
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1 potential unfitness of a registered nurse to practice in a manner consistent with the public health,  
2 safety, or welfare.”

### 3 COST RECOVERY

4 10. Section 125.3 of the Code provides, in pertinent part, that the Board may request the  
5 administrative law judge to direct a licentiate found to have committed a violation or violations of  
6 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and  
7 enforcement of the case. Pursuant to Section 125.3, subdivision (i), of the Code "[n]othing in this  
8 section shall preclude a board from including the recovery of the costs of investigation and  
9 enforcement of a case in any stipulated settlement."

### 10 MEDICATION

11 Cardizem IV drip is a Class IV antiarrhythmic agent, calcium channel blocker used to  
12 control patients with uncontrolled atrial fibrillation or flutter (heart rates greater than 100  
13 beats/minute). Cardizem's side effects include bradycardia (arrhythmia) and hypotension.

### 14 STATEMENT OF FACTS

15 11. On or about May 12, 2009, while on duty as a registered nurse during the night shift  
16 in the Direct Observation Unit (DOU) at Queen of Valley Hospital (QVH) in West Covina,  
17 California, Respondent was assigned to care for patient SF. Patient SF was admitted into QVH  
18 with abdominal and chest pain. While in the intensive care unit (ICU), patient SF developed  
19 multiorgan system failure, requiring mechanical intubation and dialysis. She also had episodes of  
20 rapid heart rates requiring treatment. Her condition improved and she was transferred to the  
21 DOU (telemetry unit step-down unit.)

22 12. Respondent was responsible for starting a Cardizem IV drip for patient SF, which was  
23 ordered by her physician on May 12, 2009, at 1800 hours. The Cardizem IV drip was started at  
24 2311 and recorded at 2314. The next documentation was noted in the nurses' notes approximately  
25 one hour and forty-five minutes later at 0053 on May 13, 2009, which stated, "Monitor shows 5  
26 seconds pause then bradycardia, hr at 30. Pt unresponsive and breathing shallow. Stopped  
27 Cardizem drip and Code Blue called per ACLS protocol." Thereafter, patient SF was transferred  
28 back to the ICU. Her condition did not improve. She died on August 8, 2009.

1 CAUSE FOR DISCIPLINE

2 (Incompetence)

3 13. Respondent is subject to disciplinary action under section 2761, subdivisions (a)(1)  
4 and (d), on the grounds of unprofessional conduct, as defined in California Code of Regulations,  
5 title 16, sections 1443 and 1443.5(5) (incompetence), in that Respondent failed to exercise the  
6 degree of learning, skill, care and experience ordinarily possessed and exercised by a competent  
7 registered nurse by failing to frequently monitor patient SF during the administration of a  
8 Cardizem IV drip. Complainant refers to and incorporates all the allegations contained in  
9 paragraphs 11 and 12, above, as though set forth fully.

10 PRAAYER

11 WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged,  
12 and that following the hearing, the Board of Registered Nursing (Board) issue a decision:

- 13 1. Revoking or suspending Registered Nurse License Number 625740, issued to  
14 Hsuehfang Chiffon Chao aka Hsueh-Fang Chao aka Hsuehfang Chiffon Chao, aka Hsueh Fang  
15 Chao;  
16 2. Ordering Hsueh-Fang Chao aka Hsuehfang Chiffon Chao aka Hsuehfang Chiffon  
17 Chao, aka Hsueh Fang Chao to pay the Board the reasonable costs of the investigation and  
18 enforcement of this case, pursuant to Business and Professions Code section 125.3; and,  
19 3. Taking such other and further action as deemed necessary and proper.

20  
21 DATED: April 22, 2013

22 Louise R. Bailey  
23 LOUISE R. BAILEY, M.ED., R.N.  
24 Executive Officer  
25 Board of Registered Nursing  
26 State of California  
27 Complainant  
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